

Multi-level SLAs for Harmonized Management in the Future Internet

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Theilmann, W., and L. Baresi. 2009. "Multi-level SLAs for Harmonized Management in the Future Internet." in Tselentis et al. (eds.), *Towards the Future Internet - A European Research Perspective*. Lansdale, PA, USA: IOS Press. DOI: 10.3233/978-1-60750-007-0-183.

Usage

This source is considered a primary reference for the Properties of Services article.

Annotation

This paper aims to integrate management and governance issues at business, software, infrastructure, and network level, and introduces a multi-level SLA management approach to bridge these issues across different layers. It also provides insights on management and governance practices and requirements in various industrial domains.

SEBoK v. 2.10, released 06 May 2024

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This page was last edited on 2 May 2024, at 22:07.